



The Commonwealth of Massachusetts  
EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY  
**STATE 911 DEPARTMENT**

151 Campanelli Drive, Suite A ~ Middleborough, MA 02346  
Tel: 508-828-2911 ~ TTY: 508-828-4572 ~ Fax: 508-828-2585  
[www.mass.gov/e911](http://www.mass.gov/e911)



**CHARLES D. BAKER**  
*Governor*

**THOMAS A. TURCO, III**  
*Secretary*

**KARYN E. POLITO**  
*Lieutenant Governor*  
*Director*

**FRANK POZNIAK**  
*Executive*

February 25, 2021

VIA ELECTRONIC MAIL AND OVERNIGHT MAIL

Ms. Shonda Green, Executive Secretary  
Massachusetts Department of Telecommunications and Cable  
1000 Washington Street, Suite 820  
Boston, Massachusetts 02118-6500

RE: Petition of the State 911 Department for Approval of Fiscal Year 2021 Expenditures,  
Approval of Fiscal Year 2022 Development Grant Amount and Approval of Fiscal Year  
2022 Regional PSAP Three to Nine Communities Category Percentage

Dear Ms. Green:

In connection with the above matter, enclosed herewith for filing is the Petition of the State 911 Department for Approval of Fiscal Year 2021 Expenditures, Approval of Fiscal Year 2022 Development Grant Amount and Approval of Fiscal Year 2022 Regional PSAP Three to Nine Communities Category Percentage. Also enclosed, please find a Notice of Appearance of Counsel.

Thank you for your attention to this matter.

Very truly yours,

*Dennis J. Kirwan*

Dennis J. Kirwan  
General Counsel

Enclosures

**COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE**

---

Petition of the State 911 Department for Approval of Fiscal Year )  
2021 Expenditures, Approval of Fiscal Year 2022 Development )  
Grant Amount, and Approval of Fiscal Year 2022 Regional PSAP )  
Three to Nine Communities Category Percentage )

---

**APPEARANCE OF COUNSEL**

Please enter my appearance as counsel on behalf of the State 911 Department in the above-captioned proceeding.

Respectfully submitted,

*Dennis J. Kirwan*

Dennis J. Kirwan  
General Counsel  
State 911 Department  
151 Campanelli Drive, Suite A  
Middleborough, Massachusetts 02346  
Telephone: (508) 821-7223  
Email: dennis.j.kirwan@state.ma.us  
Facsimile: (508) 828-2585

Dated: February 25, 2021



The Commonwealth of Massachusetts  
EXECUTIVE OFFICE OF PUBLIC SAFETY & SECURITY  
**STATE 911 DEPARTMENT**

151 Campanelli Drive, Suite A ~ Middleborough, MA 02346

Tel: 508-828-2911 ~ TTY: 508-947-1455

[www.mass.gov/e911](http://www.mass.gov/e911)



**CHARLES D. BAKER**

*Governor*

**KARYN E. POLITO**

*Lt. Governor*

**THOMAS A. TURCO, III**

*Secretary*

**FRANK POZNIAK**

*Executive Director*

VIA ELECTRONIC MAIL AND OVERNIGHT MAIL

February 25, 2021

Shonda D. Green, Department Secretary  
Massachusetts Department of Telecommunications and Cable  
1000 Washington Street, Suite 820  
Boston, Massachusetts 02118-6500

RE: Petition of the State 911 Department for Approval of Fiscal Year 2021 Expenditures, Approval of Fiscal Year 2022 Development Grant Amount and Approval of Fiscal Year 2022 Regional PSAP Three to Nine Communities Category Percentage

Dear Ms. Green:

Pursuant to Massachusetts General Laws ("G.L.") c. 6A, §18H(b), the State 911 Department hereby submits this Petition of the State 911 Department ("Department") for Approval of Fiscal Year 2021 Expenditures, Approval of Fiscal Year 2022 Development Grant Amount and Approval of Fiscal Year 2022 Regional PSAP three to nine communities category percentage.

The Department offers the following in support of the Petition.<sup>1</sup>

**I. FISCAL YEAR 2021 EXPENDITURES**

The Department is required to seek the approval of the Department of Telecommunications and Cable ("DTC") for projected total expenditures that exceed total expenditures of the previous fiscal year by ten (10) per cent or more. *See* G.L. chapter 6A, §18H(c), which provides in pertinent part, as follows:

The department shall seek the approval of the department of telecommunications and cable for projected total expenditures that exceed total expenditures of the previous

---

<sup>1</sup>Pursuant to G.L. c. 6A, § 18H(b), the Department is required to report annually to the DTC on the financial condition of the Enhanced 911 Fund and on the Department's assessment of the new developments affecting the enhanced 911 system. The Department respectfully requests that the DTC treat this petition as satisfying that requirement for Fiscal Year 2021.

Shonda Green, Department Secretary  
Massachusetts Department of Telecommunications and Cable  
1000 Washington Street, Suite 820  
Boston, Massachusetts 02118-6500

fiscal year by 10 per cent or more. The department of telecommunications and cable may investigate the reasonableness of the expenditures and shall conduct its review and issue a decision within 90 days from the date the department files its request for approval, but the request for approval shall be deemed approved if the department of telecommunications and cable does not issue its decision within such 90 days. The department of telecommunications and cable shall notify the department of its intent to investigate within 20 days of the date the department files its request for approval. The department's request for approval shall be deemed approved in the absence of the department of telecommunication and cable's notification to the department of its intent to investigate. If the department of telecommunication and cable notifies the department that it intends to investigate an expenditure, the department of telecommunications and cable may hire experts to assist in its investigation. The reasonable cost of the experts shall be charged to the Enhanced 911 Fund, but in no event shall such cost exceed \$200,000, which may be adjusted to reflect changes in the consumer price index.

An itemized breakdown of the Department's projected expenditures for Fiscal Year 2021 is set forth in Exhibit A, along with the final expenditures for Fiscal Year 2020, attached hereto and made a part hereof. The expenditures are described in more detail below.

As set forth in Exhibit A, the projected expenditures of the Department for Fiscal Year 2021 are \$202,006,902. This projected amount is more than ten (10) per cent greater than the actual expenditures of \$110,152,462 for Fiscal Year 2020. Accordingly, the Department hereby requests DTC approval of Fiscal Year 2021 projected expenditures.

## **II. ENHANCED 911 FUND**

The legislation provides that the Department shall disburse funds from the Enhanced 911 Fund for prudently-incurred expenses associated with the following:

. . . the lease, purchase, upgrade or modification of primary and regional PSAP customer premises equipment and the maintenance of such equipment; network development, operation and maintenance; database development, operation, and maintenance; training of 911 telecommunicators regarding the receipt and use of

Shonda Green, Department Secretary  
Massachusetts Department of Telecommunications and Cable  
1000 Washington Street, Suite 820  
Boston, Massachusetts 02118-6500

enhanced 911 service information; education of consumers regarding the operation, limitation, role and responsible use of enhanced 911 service; grants associated with enhanced 911 service as set forth in subsection (i) and any other grant approved by the department associated with providing enhanced 911 service in the commonwealth; the recurring and nonrecurring costs of communication services providers in providing enhanced 911 service in the commonwealth to the extent required by federal or Massachusetts law or regulation or federal or Massachusetts agency decision or order; and other expenses incurred by the state 911 department in administering and operating the enhanced 911 system in the commonwealth. *See* G.L. c. 6A, § 18B(f).

As set forth more fully below, the Department's expenditures are prudently incurred, statutorily authorized expenses necessary to administer and operate the 911 system in the Commonwealth.

#### **Projected Revenues and Expenditures**

The Department has projected revenues and expenditures for the Enhanced 911 Fund for Fiscal Year 2021 through Fiscal Year 2025. *See* Exhibit B.

#### **Projected Surcharge Revenues**

The revenue projection methodology is consistent with the Department's past revenue projection methods. The subscriber line counts are based on the average number of subscribers at the date of this filing and assumes no change in the number of access lines subject to the surcharge. The estimate of revenues for each fiscal year is derived from the beginning fund balance, the estimated net revenue, and interest earned. The total estimated revenue is reached by adding to the beginning fund balance, the estimated total net revenue and the interest earned.

#### **Beginning Fund Balance**

The beginning fund balance of the Enhanced 911 Fund is arrived at by carrying over the Enhanced 911 Fund balance from the prior fiscal year.

#### **Net Revenue**

The estimate of the net revenue for each fiscal year is based on multiplying the then current surcharge and the then estimated number of subscribers and subtracting carrier administrative fees. The projection assumes a one (1) per cent carrier administrative fee.

Shonda Green, Department Secretary  
Massachusetts Department of Telecommunications and Cable  
1000 Washington Street, Suite 820  
Boston, Massachusetts 02118-6500

### Interest Earned

The Department does not earn interest on the total Enhanced 911 Fund balance. Interest is earned only on the invested funds. The interest earned each month is then reinvested, thereby increasing the invested funds. To estimate the interest earned, the Department utilizes the average interest rate as provided by the Office of the State Treasurer in its monthly reporting on the Massachusetts Municipal Depository Trust. The Department has applied an annual rate of 0.23 per cent as an estimate of the interest rate to be applied, on a monthly basis, to the fund balance.

### Projected Expenses

The following is a description of the budgeted categories of expenses for the Enhanced 911 Fund. These expenses are prudently incurred and are necessary to meet the legislation's directives.

### Administration

#### Salary Costs

The Department's projected expenses include salaries and overhead costs for employees, excluding salary costs associated with the operation of the wireless and 911 centers since those costs are included in the line item for each such center discussed below, and contract employees. The projected salary costs are attributable to full time employee ("FTE") and contract positions. These positions are necessary to fulfill the Department's statutory obligations. The Department has projected salary expenses that reflect contractual step increases and estimated cost of living adjustments that may be negotiated by the National Association of Government Employees (NAGE) union, the Service Employees International Union – Local 888 Unit 2 (SEIU) and the Commonwealth.

#### Agency Expenses

The category of agency expenses includes employee reimbursements, workers' compensation, administrative expenses, operational supplies, utilities/space rental, consultant services, operational services, equipment purchases, lease, maintenance, and repair services, building maintenance and repairs, and IT services and equipment.

#### Capital Project

The Department's projections include funding for the relocation and expansion of the Department's wireless center.

Shonda Green, Department Secretary  
Massachusetts Department of Telecommunications and Cable  
1000 Washington Street, Suite 820  
Boston, Massachusetts 02118-6500

### Grant Programs

The legislation requires the Department to develop and administer grant programs to assist PSAPs and RECCs in providing enhanced 911 service and to foster the development of regional PSAPs, regional secondary PSAPs, and RECCs. *See* G.L. c. 6A, 18B(i). The legislation requires that the Department fund the following grant programs: the PSAP and Regional Emergency Communications Center Training Grant (“Training Grant”); the PSAP and Regional Emergency Communication Center Support Grant (“Support Grant”); the Regional PSAP and Regional Emergency Communication Center Incentive Grant (“Incentive Grant”); the Wireless State Police PSAP Grant; and the Regional and Regional Secondary PSAP and Regional Emergency Communications Center Development Grant (“Development Grant”). *See* G.L. c. 6A, § 18B(i)(1)-(5). The legislation also permits the Department to introduce new grants associated with providing enhanced 911 service in the Commonwealth. *See* G.L. c. 6A, § 18B(f). As discussed below, as permitted by the legislation, in 2011, the Department introduced a new grant, the Emergency Medical Dispatch (“EMD”) Grant.<sup>2</sup> The EMD Grant was renamed the EMD/Regulatory Compliance Grant in Fiscal Year 2014. In Fiscal Year 2020, the Grant went back to being named the EMD Grant.

The legislation provides that the State 911 Commission shall approve all formulas, percentages, guidelines, or other mechanisms used to distribute these grants. *See* G.L. c. 6A, § 18B(a). The eligibility requirements, purpose, use of funding, including categories of use of funds, application process, grant review and selection process, and grant reimbursement process for each of these grants are set forth in the Grant Guidelines that are approved by the State 911 Commission.

### Training Grant

The Public Safety Answering Point and Regional Emergency Communication Center Training Grant (“Training Grant”) reimburses primary PSAPs, regional PSAPs, regional secondary PSAPs, and RECCs for allowable expenses related to the training and certification of enhanced 911 telecommunicators.

The Department’s projections maintain a funding level for the Training Grant to provide sufficient funding for primary PSAPs, regional PSAPs, regional secondary PSAPs, and RECCs to meet the minimum training and certification requirements for enhanced 911 telecommunicators.

---

<sup>2</sup> The EMD Grant was approved by the DTC by Order dated May 27, 2011 in D.T.C. 11-2.

Shonda Green, Department Secretary  
Massachusetts Department of Telecommunications and Cable  
1000 Washington Street, Suite 820  
Boston, Massachusetts 02118-6500

### *Emergency Medical Dispatch Grant*

The purpose of the Department's EMD Grant is to reimburse primary PSAPs, regional PSAPs, regional secondary PSAPs, and RECCs, for allowable expenses relating to emergency medical dispatch services provided through a certified emergency medical dispatch resource, emergency medical dispatch protocol reference systems (EMDPRS), and for allowable expenses for other emergency medical dispatch and quality assurance of emergency medical dispatch services.

The Department's projections maintain a funding level for the EMD Grant to provide sufficient funding for primary PSAPs, regional PSAPs, regional secondary PSAPs, and RECCs to meet the minimum requirements governing EMD.<sup>3</sup>

### *Support and Incentive Grants*

The Support and Incentive Grants provide funding to primary PSAPs, regional PSAPs, regional secondary PSAPs, and RECCs for allowable expenses related to enhanced 911 personnel and equipment costs. In addition to amounts allocated as part of the Support Grant, incentive funds are awarded to regional PSAPs and RECCs that serve multiple communities.

The Department's projections maintain a funding level for the Support Grant to provide sufficient funding for primary PSAPs, regional PSAPs, regional secondary PSAPs, and RECCs for personnel, equipment, and other allowable expenses.

The legislation requires that the Incentive Grant shall provide regional PSAPs and RECCs with funds, in addition to amounts allocated as part of the Support Grant, to be used for reimbursement of allowable expenses. See G.L. c. 6A, §18B(i)(4). The legislation uses a formula that applies a specified percent of total surcharge revenues for the previous fiscal year based on the number of municipalities to be served by the regional PSAP or RECC. See G.L. c. 6A, § 18B(i)(4).

The Department's projections maintain a funding level for the Incentive Grant to provide additional funding for regional PSAPs and RECCs for personnel, equipment, and other allowable expenses, and to allow the Department to meet its statutory obligations to maximize effective enhanced 911 services and regional interoperability and will further the Department's goals of increased regionalization which will, in turn, lead to a more efficient and effective use of resources and improve public safety. Please see Section IV of the Petition where the Department proposes an increase of funding to 2% in the regional PSAP three to nine communities category.

---

<sup>3</sup> The statutory definition of "emergency medical dispatch" or EMD, is set forth in G.L. c. 6A § 18A.



Shonda Green, Department Secretary  
Massachusetts Department of Telecommunications and Cable  
1000 Washington Street, Suite 820  
Boston, Massachusetts 02118-6500

### Wireless State Police PSAP Grant

Currently, many 911 calls placed from wireless callers in the Commonwealth are routed to a wireless state police PSAP for directly dispatching emergency response services or transferring the calls to local PSAPs for local police, fire, and emergency medical services dispatch, or in some instances not transferred at all.

The Wireless State Police PSAP Grant reimburses the wireless state police PSAP at Northampton for allowable expenses related to training, enhanced 911 personnel, and equipment costs. The Department's projections maintain the funding level for the Wireless State Police PSAP Grant, providing sufficient funding for allowable expenses.

### Development Grant

The Development Grant supports the development and startup of regional PSAPs, regional secondary PSAPs, and RECCs, including the expansion or improvement of existing regional PSAPs and RECCs. Since the inception of the grant programs in Fiscal Year 2009, the Department has witnessed a significant interest in regionalization among the PSAPs and RECCs. Through the Development Grant, the Department has provided funding for a number of significant regionalization projects. The Department has received requests for funding and has awarded funding for construction and equipment for proposed regional PSAPs and RECCs; feasibility studies, construction, and equipment for new proposed regional PSAPs and RECCs; and construction to expand and new equipment for proposed regional PSAPs and RECCs. The regional projects funded under this Grant are often complex and are completed over multiple fiscal years. The expenditures are recorded in the fiscal year in which they are incurred. Grants funded under the Development Grant, due to their complexity, often cross fiscal years. The Department's projections increase the funding level for the Development Grant to \$22 million to provide funding for these important regionalization efforts. These projections also contain funding to support those projects awarded under a prior fiscal year grant program that have been extended through June 30, 2021. There are currently two hundred twenty-eight (220) PSAPs in the Commonwealth, with forty-four (44) PSAPs that have become regionalized since the Development Grant program began. The Department expects that thirteen (13) additional PSAPs will regionalize over the next five (5) years.

Shonda Green, Department Secretary  
Massachusetts Department of Telecommunications and Cable  
1000 Washington Street, Suite 820  
Boston, Massachusetts 02118-6500

## **Enhanced 911**

### *Next Generation 911 Project*

A contract for Next Generation 911 products and services was executed with General Dynamics Information Technology (“GDIT”) on August 4, 2014. The deployment of the Next Generation 911 system began in Fiscal Year 2017 and concluded in December 2017. All Massachusetts PSAPs are now operating within the Next Generation 911 system.

On April 29, 2019, the contract for Next Generation 911 products and services executed with GDIT was assigned to Comtech NextGen LLC. At that time the option to renew for an additional five (5) years was also executed, extending the contract for Next Generation 911 products and services through August 3, 2024.

### *Map Data*

Through an interdepartmental service agreement between the Department and the Commonwealth’s Office of Geographic Information (“MassGIS”), MassGIS provides updated, synchronized mapping data and information to the Department for use by PSAPs. As part of ongoing maintenance, MassGIS will continue updating the street database by adding missing streets and correcting erroneous streets. This is part of the core component of the GIS data used in support of the Next Generation 911 system. MassGIS acquires aerial imagery used for verification of streets and structures as part of the maintenance effort. MassGIS will contract with an outside vendor to identify the roofline of every structure in the Commonwealth and provide an outline of every building. This is necessary to attach street addresses to structures. Parcel data creation will continue to be part of the workflow process necessary to keep the data current. This entails collecting digital and paper maps and incorporating individual parcel line work into the statewide data set. Once new parcel data has been incorporated, MassGIS will use that data to update emergency service zones that will ultimately be used to route 911 calls to the proper PSAP. The services in support of Next Generation 911 consist of updated, synchronized mapping data and information and maintenance for the database and aerial imagery, and updates to the emergency services zones. These services are critical to the base operation of the Next Generation 911 system.

### *Next Generation 911 Recurring and Non-Recurring Costs*

The Department has projected recurring and non-recurring costs for the Next Generation 911 system based on the contract executed on April 29, 2019.

Shonda Green, Department Secretary  
Massachusetts Department of Telecommunications and Cable  
1000 Washington Street, Suite 820  
Boston, Massachusetts 02118-6500

### Radio Infrastructure

The Department's investment in the "Statewide Radio Infrastructure" program, is the newest addition to our portfolio of emergency communication products. Although still in its early stages, this ambitious commitment has the Commonwealth on a clear and well-defined path to ensuring that Next Generation 911 emergency calls will be seamlessly transferred from caller to call taker to first responder. The Commonwealth's "CoMIRS+P25" system will provide the Commonwealth's Next Generation 911 and first responder community a mission critical Land Mobile Radio (LMR) network that is interoperable, scalable, dependable, and built on open standards. The CoMIRS Program Management Office (PMO) is categorically committed to its mission to deliver a competitively priced LMR enterprise solution that will be designed, engineered, implemented and supported by a proven industry service leader. The CoMIRS+P25 system will be an integral part of the Commonwealth's emergency response network.

The "Statewide Radio Infrastructure" program was originally authorized by the DTC in its final order concerning the Department's petition for approval of certain Fiscal Year 2019 budgetary items. In that order the DTC stated, "[e]xpenditures necessary to operate ... 911 Department PSAPs necessarily include those expenditures required to fulfill PSAP's statutorily prescribed mission of 'directly dispatching emergency response services or transferring or relaying emergency 911 calls.' G.L. c. 6A, § 18A. This includes expenditures necessary to operate a reliable, interoperable dispatch, transfer or relay system that reaches every part of the Commonwealth." (DTC Order 18-2, p.16). The DTC reaffirmed its support for the Statewide Radio Infrastructure program in its final order concerning the State 911 Department's petition for approval of certain Fiscal Year 2020 budgetary items. "The Commonwealth of Massachusetts Interoperable Radio System ("CoMIRS") is an existing state-wide interoperable radio network that serves as the primary communications tool for many public safety first responders including the Massachusetts State Police. As such, PSAPs utilize the CoMIRS network to quickly and efficiently dispatch and relay emergency 911 information to first responders. Because of PSAPs' direct reliance on CoMIRS and the fact that CoMIRS is used for 911 dispatch, the DTC has ruled that certain dispatch-related costs of the CoMIRS network are appropriately reimbursed by the [Enhanced 911 Trust] Fund." (DTC Order 20-1, p 14).

Pursuant to DTC Order 18-2 and its successor Order 20-1, the Department, acting collaboratively with the Executive Office of Technology Services and Security (EOTSS), continues the essential work necessary to design, engineer and build out the Commonwealth's next generation public safety radio network. EOTSS has been delegated responsibility for the program's planning, procurement and implementation activities while the Department and its cabinet secretary, the Executive Office of Public Safety and Security (EOPSS), maintain fiscal responsibility for the Enhanced 911 surcharge funds that support the project.

Shonda Green, Department Secretary  
Massachusetts Department of Telecommunications and Cable  
1000 Washington Street, Suite 820  
Boston, Massachusetts 02118-6500

In order to create and enforce a clear administrative and operational framework, the Department has promulgated two separate governance documents. The first is an Interdepartmental Service Agreement (ISA). This ISA has been formally executed by both EOPSS and EOTSS and is filed with the Commonwealth's Office of the Comptroller. The ISA establishes a five-year budget using the Comptroller's schedule of object classes and incorporates detailed language governing and restricting the expenditure of Enhanced 911 funds. Moreover, and in compliance with DTC Order 20-1, the Department has also promulgated a separate formal expenditure guidance document that provides instruction to EOTSS on how to determine whether an expenditure is related to 911 dispatch. Both the ISA and guidance document have been electronically forwarded to the DTC.

In further recognition of the DTC's expressed concerns about the need for the State 911 Department to monitor program progress and financial expenditures, the State 911 Department has instructed EOTSS to file annual and quarterly reports with the Department. To date EOTSS has filed a year-end report for Fiscal Year 2020, a first quarter report for Fiscal Year 2021 and a second quarter report for Fiscal Year 2021. These reports contain both a programmatic and financial update. As a matter of process, a representative of the finance unit from EOTSS, the Department, and a member of the PMO review each of the budget expenditures made during the reporting period for compliance and accuracy. All reports have been electronically forwarded to the DTC.

The Statewide Radio Infrastructure program was first proposed as a Department budget category in the Department's Fiscal Year 2019 petition. Based on the DTC's approval, the associated increase to the Enhanced 911 surcharge began in January 2019. Since that time EOPSS, and most recently EOTSS, have methodically and strategically followed and executed the action plan for the key activities necessary to replace the Commonwealth's aging analog public safety radio system, as formulated in the Commonwealth's 2017 Radio Modernization Strategy Report. To date the CoMIRS PMO has:

- replaced end of life dispatch consoles,
- repaired or replaced failing backhaul links,
- replaced simulcast reference clocks,
- worked with the Massachusetts State Police to resolve an RF coverage deficiency along Route 1 in Saugus,
- developed and implemented a grant program for the replacement of those active portable and mobile radios that will not operate on the CoMIRS+P25 network,
- developed a detailed TDMA network design,
- initiated the process of obtaining additional spectrum and FCC approvals,
- identified, via public solicitation and competitive evaluation, bidders qualified to build out a P25 TDMA radio platform capable of supporting the Commonwealth's requirements,

Shonda Green, Department Secretary  
Massachusetts Department of Telecommunications and Cable  
1000 Washington Street, Suite 820  
Boston, Massachusetts 02118-6500

- solicited proposals from the qualified bidders for the build out and implementation of a P25 TDMA radio platform, capable of supporting the Commonwealth's coverage and capacity requirements, and
- worked to transition the Franklin County public safety agencies from their failing communications platform to CoMIRS.

Although each one of these activities is of major importance to the program, it is indisputable that the core objective is the seamless transition from the current analog public safety system to a reliable, long term P25 TDMA system. It is critically important, both as a matter of public policy and public safety, that this objective be achieved in a manner that is as close to perfect as possible. To this end, the PMO has, and continues to, dedicate a great deal of time and resources to planning and strategic modeling activities. As with any project of this size and scope, planning and preparation are the key to execution. Based on the complexity and scope of the core objective, the PMO made a decision early on to engage the services of Mission Critical Partners (MCP). As an accomplished industry consultant, MCP provided invaluable assistance and guidance to the PMO as it conducted a comprehensive enterprise analysis of the current system and developed the design and engineering specifications that are now the foundation of the Commonwealth's RFR for system architecture and implementation services.

The RFR for system architecture and implementation services was posted on October 30, 2020 (Bid#: BD-21-1060-ITD00-ITD00-55256). It is comprised of 1,008 technical and functional requirements organized into eight major categories:

1. REQ1 RF Requirements.
2. REQ2 Site Requirements.
3. REQ3 Backhaul Requirements.
4. REQ4 Integration Requirements.
5. REQ5 System Administration.
6. REQ6 Warranty and Maintenance Requirements.
7. REQ7 Project Management.
8. REQ8 Implementation Services.

In addition to these system and implementation requirements, the Commonwealth is also soliciting optional equipment and services that may be added to the CoMIRS network as funding permits and operational need dictates.

Bid responses were originally due on February 15, 2021. In response to a formal request to extend this deadline based on the complexity and the scope of the bid, the response deadline was recently extended to April 14, 2021. Accordingly, the anticipated notification of the successful bidder is now scheduled for May 28, 2021.

Shonda Green, Department Secretary  
Massachusetts Department of Telecommunications and Cable  
1000 Washington Street, Suite 820  
Boston, Massachusetts 02118-6500

The Department is also pleased to report that the PMO, in conjunction with the Office of the State Comptroller, has developed a business process by which “operable users” of the CoMIRS network can apply for financial assistance to replace non-compliant subscriber units. This grant program will serve as the vehicle to replace approximately 9,000 non-compliant radios and upgrade another 5,000. The grant process requires the submission of detailed inventories, explanations of proposed purchases and attestations by an authorized signatory as to the accuracy of the grant application, and formal acceptance of all grant requirements and obligations. The CoMIRS Radio Upgrade Grant program was posted to COMMBUYS on November 10, 2020. The Grant Notice and Guideline identifies all eligible grant applicants, identifies all grant eligible equipment, sets forth grantee obligations and reporting requirements and explains the financial disbursement process. To date, the PMO has received eleven grant applications totaling approximately \$10,000,000. The Radio Upgrade Grant Notice and Guideline is posted on the EOTSS website and available for public review.

Lastly, the DTC is advised that pursuant to the recently passed “Telecommunications and Consumer Protection” section of the “Consolidated Appropriations Act, 2021,” the FCC is no longer required to begin auctioning T-Band frequencies. This statutory amendment offers immediate relief to those Commonwealth first responders who rely on the subject spectrum. Notwithstanding this development, the PMO remains engaged with all members of the Commonwealth’s public safety community and continues to look for ways to more efficiently and less expansively provide quality public safety communication infrastructure and spectrum to as many users as possible.

#### Wireless Center

The Department is operating a Wireless Center whereby the Department took over responsibility for receiving wireless 9-1-1 calls formerly assigned to two wireless state police PSAPs and, as appropriate, relaying emergency 9-1-1 calls to public or private safety departments or PSAPs. The Wireless Center operated by Department employees is located at the location that formerly housed the Framingham wireless state police PSAP. The Department is currently working with the Division of Capital Asset Management and Maintenance to relocate this Wireless Center, which will allow for expansion.

#### 911 Call Center

The Department assumed operational responsibility of one (1) RECC effective Fiscal Year 2020. The transition of the North Shore Regional 911 Center (NSRC), formerly known as the Essex County RECC, was completed in July 2020. The NSRC receives and processes 9-1-1 calls from five (5) municipalities. In addition, the NSRC receives and processes wireless 9-1-1 calls for that region of the Commonwealth.

Shonda Green, Department Secretary  
Massachusetts Department of Telecommunications and Cable  
1000 Washington Street, Suite 820  
Boston, Massachusetts 02118-6500

### Interpretive Services

Interpretive services, through a third-party vendor, continue to be provided to PSAPs throughout the Commonwealth and for the EDP pursuant to a statewide contract with a contractor.

### Mobile PSAP

The State 911 Department owns, operates, controls, and maintains a mobile PSAP. The mobile PSAP is a vehicle outfitted with six (6) Next Generation 911 answering positions, one (1) administrative workstation, ten (10) administrative telephones, and seven (7) Telular terminals. It is housed in a 2010 Kenworth vehicle. The mobile PSAP is available 24 x 7 to respond to and temporarily replace and assist PSAPs that are rendered non-operational due to structural failure, equipment failure, infrastructure failure, or other emergency and/or pre-planned events. The mobile PSAP is deployed for training, public education, PSAP conversions and build outs, the Boston Marathon, and as an emergency backup PSAP. With the upgrade to Next Generation 911, the MPSAP is more capable and easier deployed. The Department has included projected expenses of maintenance and monitoring and overall support for the mobile PSAP.

### Training Program

The legislation requires the Department to train enhanced 911 telecommunicators regarding the receipt and use of enhanced 911 service information. *See* G.L. c. 6, § 18B(f). Since the inception of the training program, the Department has engaged in an effort to offer a comprehensive training program that has expanded through the addition of many new approved courses due to procedural, operational and technology changes like Next Generation 911.

The legislation also directs the Department to establish, with the State 911 Commission's approval, certification requirements for enhanced 911 telecommunicators that include EMD and quality assurance of EMD programs.

Accordingly, effective July 1, 2012, the Department promulgated 560 CMR 5.00: State 911 Department Regulations Establishing Certification Requirements for Enhanced 911 Telecommunicators, Governing Emergency Medical Dispatch, and Establishing 911 Call Handling Procedures ("EMD regulations"). The EMD regulations impose certification requirements in order for a person to act as an enhanced 911 telecommunicator. These regulations require the successful completion of a minimum of two (2) days of 911 equipment and basic telecommunicator training offered by the Department and successful completion of a minimum of forty (40) hours of Department-approved basic telecommunicator training (or the equivalent). In order to maintain certification as an

Shonda Green, Department Secretary  
Massachusetts Department of Telecommunications and Cable  
1000 Washington Street, Suite 820  
Boston, Massachusetts 02118-6500

enhanced 911 telecommunicator, it is necessary to successfully complete thereafter a minimum of sixteen (16) hours of Department-approved continuing education annually (or the equivalent). In addition, the EMD regulations impose requirements for PSAPs to provide EMD services either through certified emergency medical dispatchers or by arranging for EMD to be provided through a certified EMD resource. The EMD regulations require that, in order to act as a certified emergency medical dispatcher for a PSAP, an individual shall: obtain and maintain certification as an enhanced 911 telecommunicator; obtain and maintain CPR certification; and obtain and maintain certification in EMD through an EMD certification organization approved by the Department. The EMD regulations require that, in order to act as a certified EMD resource, the entity shall submit a request for approval that shall include the EMD protocol and documentation that each emergency medical dispatcher is certified.

The EMD Regulations require that all certified enhanced 911 telecommunicators complete sixteen (16) hours of continuing education annually. Further, the EMD regulations require newly hired enhanced 911 telecommunicators to complete a minimum of two (2) days of 911 equipment and basic training and to complete a minimum of forty (40) hours of Department-approved basic telecommunicator training, plus certification in EMD (at either twenty-four (24) hours or thirty-two (32) hours depending on the vendor) if providing EMD in-house and a four (4) hour cardiopulmonary resuscitation (CPR) course. The training is managed by the PSAPs, and the courses vary. The Department maintains a listing of eligible courses that are supported by the Training Grant program, which supports approximately six thousand (6,000) enhanced 911 telecommunicators.

#### Public Education

The legislation provides for the education of consumers regarding the operation, limitation, role and responsible use of enhanced 911 service. The Department continues with its strong commitment to educate the public regarding enhanced 911 service throughout the Commonwealth. The Department continues to attend outreach events across the Commonwealth, including furnishing literature and information about enhanced 911 service, TRS, and EDP, and conducting public service announcements, or PSAs.

#### Disability Access Program (Specialized Customer Premises Equipment, Telecommunications Relay Services, Captioned Telephone Relay Service)

The legislation transferred to the Department the responsibility for administration and oversight of disability access programs. The legislation directs the Department to provide and maintain a Specialized Customer Premises Equipment, or SCPE, Distribution Service.<sup>4</sup> This program, which has been expanded to include wireless phones, makes

---

<sup>4</sup> The statutory definition of "SCPE" is set forth in G.L. c. 155, § 15E.



Shonda Green, Department Secretary  
Massachusetts Department of Telecommunications and Cable  
1000 Washington Street, Suite 820  
Boston, Massachusetts 02118-6500

specialized devices that provide access to telephone networks for people with hearing, speech, vision, mobility or cognitive disability. The legislation also directs the Department to administer telecommunication relay service,<sup>5</sup> or TRS, and captioned telephone relay service, or CTRS, throughout the Commonwealth.<sup>6</sup> The Department has entered into contracts with various equipment vendors to provide the SCPE to persons with disabilities. Further, the Department executes contracts with the Commission for the Deaf and Hard of Hearing and other entities to support this program. In addition, the Department has procured the services of a contractor to provide both TRS and CTRS throughout the Commonwealth. The Department's projections maintain funding levels to support these services.

### **III. FISCAL YEAR 2022 DEVELOPMENT GRANT AMOUNT**

The legislation requires that the Development Grant shall provide regional PSAPs and RECCs with funds to support the development and startup of regional and regional secondary PSAPs and regional emergency communication centers. *See* G.L. c. 6A, §18B(i)(5). The Department seeks to increase funding to \$22 million for the Fiscal Year 2022 Development Grant.

With respect to the Development Grant, the legislation provides as follows:

The regional and regional secondary PSAP and regional emergency communication center development grant shall support the development and startup of regional and regional secondary PSAPs and regional emergency communication centers, including the expansion or upgrade of existing regional and regional secondary PSAPs, to maximize effective emergency 911 and dispatch services as well as regional interoperability. The eligibility for criteria, amount and allocation of funding shall be contained in guidelines established by the department, with commission approval. The grant shall reimburse allowable expenses related to such development and startup, or expansion or upgrade. Any subsequent adjustments that increase the initial funding allocated to this grant by 10 per cent or more shall be approved by the department of telecommunications and cable, upon the petition of the department. The department of telecommunications and cable shall conduct its review and issue a decision within 90 days of the date of the filing of the petition, but the request for approval shall be deemed approved if the

---

<sup>5</sup> The statutory definition of "telecommunications relay service" or "TRS" is set forth in G.L. c. 155, § 15E.

<sup>6</sup> The statutory definition of "captioned telephone service" is set forth in is set forth in G.L. c. 155, § 15E.

Shonda Green, Department Secretary  
Massachusetts Department of Telecommunications and Cable  
1000 Washington Street, Suite 820  
Boston, Massachusetts 02118-6500

department of telecommunications and cable does not issue its decision within 90 days. *See* G.L. c. 6A, §18B(i)(5).

The initial Development Grant allocation amount that was established in Fiscal Year 2009 by the Department, with State 911 Commission approval, was \$7.5 million.

Consistent with the legislative intent and the goal of improving public safety and increasing regionalization of government services, the Development Grant is used to establish regional PSAPs and RECCs. Regionalized PSAPs and RECCs not only create more efficient and effective use of government resources, but also they improve public safety for the residents they serve. Combining emergency communication resources through regionalized PSAP/communication centers allows for increased staffing, thereby affording 911 telecommunicators the ability to more effectively interact with the public while gathering essential call information and providing potentially life-saving instructions and to adequately respond to larger or multiple simultaneous incidents. Regional communication centers allow for increased coordination of a region's limited emergency response resources, including specialized fire, police and EMS vehicles and personnel, and leads to more efficient response to both routine requests for mutual aid and major disasters.

Since the inception of the Development Grant through FY 2021, the Department has awarded a total of \$135,331,497 under this program. Each grant cycle the Department has received requests for funding that total well in excess of the amount allocated to the grant. In Fiscal Year 2021, the Department received grant requests totaling \$32,802.445.

Given the past interest shown in the Development Grant, the number of multi-year projects, and other regional projects on the horizon, and as a means of providing further incentives to encourage existing regional centers to add to their ranks, the \$22 million for FY 2022 will allow the State 911 Department to fund projects more fully than it has in the past several fiscal years.

The legislation (G.L. 6A, §18B(b)) provides that the State 911 Commission "shall review and approve by a majority vote of those members present all formulas, percentages, guidelines or other mechanisms used to distribute the grants described in section 18B, and all major contracts that the [D]epartment proposes to enter into for enhanced 911 service." At its meeting held on December 10, 2020, the State 911 Commission unanimously voted to authorize the State 911 Department to seek DTC approval of the \$22 million amount.

Shonda Green, Department Secretary  
Massachusetts Department of Telecommunications and Cable  
1000 Washington Street, Suite 820  
Boston, Massachusetts 02118-6500

#### **IV. FISCAL YEAR 2022 INCENTIVE GRANT REGIONAL PSAPS SERVING THREE TO NINE COMMUNITIES CATEGORY AMOUNT**

The legislation requires that the Incentive Grant shall provide regional PSAPs and RECCs with funds, in addition to amounts allocated as part of the Support Grant, to be used for reimbursement of allowable expenses. *See* G.L. c. 6A, §18B(i)(4). With respect to regional PSAPs, the legislation uses a formula that applies a specified percent of total surcharge revenues for the previous fiscal year based on the number of municipalities to be served by the regional PSAP. *See* G.L. c. 6A, § 18B(i)(4). The legislation permits the Commission to adjust the percentages to ensure a proper allocation of funds as more regional PSAPs are added. *See* G.L. c. 6A, § 18B(i)(4.)

The legislation provides as follows:

The regional PSAP and regional emergency communication center incentive grant shall provide regional PSAPs and regional emergency communication centers with funds in addition to amounts allocated as part of the PSAP and regional emergency communication center support grant to be used for reimbursement of allowable expenses as specified in the support grant for regional PSAPs and regional emergency communication centers in the following amounts: (i) for regional PSAPs serving 2 municipalities,  $\frac{1}{2}$  of 1 per cent of the total surcharge revenues of the previous fiscal year; **(ii) for regional PSAPs serving 3 to 9 municipalities, 1 per cent of the total surcharge revenues of the previous fiscal year;** (iii) for regional PSAPs serving 10 or more municipalities,  $1\frac{1}{2}$  per cent of the total surcharge revenues of the previous fiscal year; and (iv) for regional emergency communication centers, 2 per cent of the total surcharge revenues of the previous fiscal year. The percentages in clauses (i) to (iv), inclusive, may be adjusted by the commission to ensure a proper allocation of incentive funds as more regional PSAPs and regional emergency communication centers are added. Any such adjustments that increase the initial total allocation of the incentive grant by 10 per cent or more shall be approved by the department of telecommunications and cable, upon the petition of the department. The department of telecommunications and cable shall conduct its review and issue a decision within 90 days of the date of the filing of the petition, but the request for approval shall be deemed approved if the department of telecommunications and cable does not issue its decision within such 90 days. (emphasis added). *See* G.L. c. 6A, § 18B(i)(4).

Shonda Green, Department Secretary  
Massachusetts Department of Telecommunications and Cable  
1000 Washington Street, Suite 820  
Boston, Massachusetts 02118-6500

This Department seeks approval to increase the Fiscal Year 2022 Incentive Grant regional PSAP serving three to nine communities category percentage from 1.5 per cent of surcharge revenues of the previous fiscal year to up to 2 per cent of the total surcharge revenues of the previous fiscal year.

The legislation contemplates that the specified percentages may be adjusted to ensure a proper allocation of incentive funds as more regional PSAPs and RECCs are added. This percentage adjustment requested in this Petition is intended to ensure a proper allocation of incentive funds due to the addition or growth of regional PSAP and RECCs.

The percentage adjustment is necessary to ensure a proper allocation in recognition of the addition(s) to regionalization projects and to maintain existing regional PSAPs at their recognized level of funding.

The Department believes that this adjustment will allow the Department to meet its statutory obligations to maximize effective enhanced 911 services and regional interoperability and will further the Department's goals of increased regionalization which will, in turn, lead to a more efficient and effective use of resources and improve public safety.

Accordingly, the Department requests that the DTC approve the Incentive Grant regional PSAP serving three to nine communities category funding level of 2 per cent beginning in Fiscal Year 2022.

Shonda Green, Department Secretary  
Massachusetts Department of Telecommunications and Cable  
1000 Washington Street, Suite 820  
Boston, Massachusetts 02118-6500

## **V. CONCLUSION**

All of the expenditures and projected expenditures are prudently incurred expenses designed to fulfill the Department's statutory responsibility to coordinate and effect the implementation of enhanced 911 service, to administer such service in the Commonwealth, and to administer and support the disability access programs in the Commonwealth.

Accordingly, the State 911 Department requests the DTC approve the Fiscal Year 2021 projected expenditures, the Fiscal Year 2022 Development Grant amount, and approval of Fiscal Year 2022 Regional PSAP three to nine communities category percentage.

Thank you for your attention to this matter, and please feel free to contact me for further information.

Sincerely,



Frank Pozniak  
Executive Director

cc (w/encs.): Karen Charles Peterson, Commissioner, DTC  
Sean Carroll, General Counsel, DTC  
Lindsay DeRoche, Director, Competition Bureau, DTC  
Donald Boecke, Office of the Attorney General  
Kerry Collins, Undersecretary, Executive Office of Public  
Safety and Security  
Normand Fournier II, Deputy Director, State 911 Department  
Dennis Kirwan, General Counsel, State 911 Department  
Karen Robitaille, Fiscal Director, State 911 Department

# Exhibit A

STATE 911 DEPARTMENT FY 2020 Projected Budget - FY 2020 Final Expenditures - FY 2021 Projected Budget					
FUND REVENUE	FY 2020 Projected Budget		FY 2020 Final Expenditures		FY 2021 Projected Budget
Balance Forward	\$ 146,634,940		\$ 146,634,940		\$ 198,333,811
Revenue					
(Estimated/Actual/Estimated)	\$ 160,115,177		\$ 161,138,192		\$ 160,389,997
Interest (Estimated/Actual/Estimated)	\$ 816,269		\$ 713,141		\$ 134,424
<b>TOTAL FUND REVENUE</b>	<b>\$ 307,566,386</b>		<b>\$ 308,486,273</b>		<b>\$ 358,858,232</b>
<b>EXPENSES (Estimated/Actual/Estimated)</b>					
<b>Administration</b>					
Salary Costs	\$ 5,369,354		\$ 5,410,377		\$ 5,852,428
Salary			\$ 3,436,448		\$ 3,542,193
Overtime			\$ 15,341		\$ 29,342
Buyouts			\$ 1,000		\$ -
CC			\$ 19,154		\$ 22,557
Fringe			\$ 1,300,935		\$ 1,358,375
Indirect			\$ 637,499		\$ 899,961
Agency Expenses	\$ 1,203,721		\$ 1,166,405		\$ 1,338,880
Employee Reimbursements	\$ 85,000		\$ 47,474		\$ 40,000
Workers Comp (DD)	\$ -		\$ -		\$ -
Administrative Expenses(EF)	\$ 80,000		\$ 71,920		\$ 80,000
Operational Supplies(FG)	\$ 2,500		\$ 15		\$ 2,500
Utilities/Space Rental(GG)	\$ 683,248		\$ 705,912		\$ 713,157
Consultant Services (HH)	\$ 165,000		\$ 15,860		\$ 150,000
Operational Services(IJ)	\$ 8,000		\$ 3,867		\$ 5,000
Equipment Purchases(KK)	\$ 60,000		\$ 45,650		\$ 47,000
Lease, Maintenance, Repair Services(LL)	\$ 18,473		\$ 10,395		\$ 18,473
Bldg. Maintenance, Repairs (NN)	\$ 1,500		\$ 7,402		\$ 22,750
IT Services, Equipment(UU)	\$ 100,000		\$ 257,909		\$ 260,000
Capital Projects (FY21 - Relocation of Wireless Center)	\$ -		\$ -		\$ 500,000
<b>TOTAL ADMINISTRATION</b>	<b>\$ 6,573,075</b>		<b>\$ 6,576,781</b>		<b>\$ 7,691,308</b>
<b>GRANT PROGRAMS</b>					
Training Grant (3%)	\$ 4,616,305		\$ 2,767,653		\$ 6,049,662
Prior Year Training Grant	\$ 341,033		\$ 173,482		\$ 2,481,121
EMD/Regulatory Compliance Grant (1.5%)	\$ 1,846,522		\$ 759,888		\$ 2,419,865
Prior Year EMD Grant	\$ 448,039		\$ 320,161		\$ 555,577
Support Grant (18.75%)	\$ 23,464,196		\$ 22,606,064		\$ 30,248,308
Prior Year S&I Grant	\$ 1,142,884		\$ 928,077		\$ 5,777,419
Incentive Grant (2 Communities) (0.5%)	\$ 625,712		\$ 506,863		\$ 806,622
Incentive Grant (3-9 Communities) (1.5%)	\$ 1,877,136		\$ 1,876,595		\$ 2,419,865
Incentive Grant (10+ Communities) (1.5%)	\$ 1,877,136		\$ 578,032		\$ 2,419,865
Incentive Grant (RECC) (10%)	\$ 12,514,238		\$ 6,741,194		\$ 16,132,461
Additional Funding (incentives Primary PSAP/Regional/RECC projects)	\$ 5,425,000		\$ -		\$ -

Wireless State Police PSAP Grant (2%)	\$ 2,502,848	\$ 1,616,297	\$ 3,226,486
Development Grant	\$ 15,000,000	\$ 8,336,114	\$ 18,000,000
Development Grant (Roll Over)	\$ 24,605,721	\$ 13,749,435	\$ 10,879,581
<b>TOTAL GRANT PROGRAMS</b>	<b>\$ 96,286,770</b>	<b>\$ 60,959,854</b>	<b>\$ 101,416,832</b>
<b>9-1-1 ADMINISTRATION &amp; OPERATION</b>			
Map Data	\$ 2,211,417	\$ 2,032,341	\$ 2,277,760
ISA MASS GIS	\$ 546,777	\$ 461,917	\$ 473,000
Chargeback	\$ 1,664,640	\$ 1,570,424	\$ 1,804,760
NG 911 - Non-Recurring	\$ 12,892,691	\$ 19,251	\$ 7,191,413
NG 911 - Recurring	\$ 27,831,867	\$ 24,535,675	\$ 29,050,137
Radio Infrastructure Project	\$ 5,047,174	\$ 4,602,811	\$ 40,829,910
Wireless Center	\$ 4,467,852	\$ 4,520,332	\$ 5,184,183
911 Call Center	\$ 6,000,000	\$ 5,100,760	\$ 6,186,359
Interpretive Services (Qwest Language Line)	\$ 90,000	\$ 107,036	\$ 117,000
Mobile PSAP	\$ 50,000	\$ 26,469	\$ 40,000
<b>TOTAL 9-1-1 SYSTEM</b>	<b>\$ 58,591,001</b>	<b>\$ 40,944,674</b>	<b>\$ 90,876,762</b>
<b>Programs</b>			
Training Program	\$ 500,000	\$ 368,174	\$ 500,000
Public Education	\$ 125,000	\$ 11,514	\$ 25,000
Specialized Customer Premise Equipment	\$ 400,000	\$ 174,158	\$ 235,000
TRS	\$ 1,250,000	\$ 689,777	\$ 812,000
CapTEL	\$ 500,000	\$ 427,530	\$ 450,000
<b>TOTAL PROGRAMS</b>	<b>\$ 2,775,000</b>	<b>\$ 1,671,152</b>	<b>\$ 2,022,000</b>
<b>TOTAL PROJECED EXPENSES/ACTUAL EXPENSES/PROJECTED EXPENSES</b>	<b>\$ 164,225,846</b>	<b>\$ 110,152,462</b>	<b>\$ 202,006,902</b>
<b>ESTIMATED ENDING BALANCE/ACTUAL ENDING BALANCE/ESTIMATED ENDING BALANCE</b>	<b>\$ 143,340,539</b>	<b>\$ 198,333,811</b>	<b>\$ 156,851,330</b>

## Exhibit B

### STATE 911 DEPARTMENT BUDGET PROJECTIONS: FY2021 - FY2025

ESTIMATED FUND REVENUE	FY2021	FY2022	FY2023	FY2024	FY2025
Beginning Balance	\$ 198,333,811	\$ 156,851,330	\$ 137,183,978	\$ 127,665,593	\$ 88,667,836
Revenue	\$ 160,389,997	\$ 161,137,553	\$ 161,137,553	\$ 138,757,337	\$ 107,425,035
Interest	\$ 134,424	\$ 151,247	\$ 151,596	\$ 151,945	\$ 152,295
<b>TOTAL FUND REVENUE</b>	<b>\$ 358,858,232</b>	<b>\$ 318,140,131</b>	<b>\$ 298,473,126</b>	<b>\$ 266,574,875</b>	<b>\$ 196,245,166</b>
EXPENSES	TOTALS	TOTALS	TOTALS	TOTALS	TOTALS
<b>Administration</b>					
Salary Costs	\$ 5,852,428	\$ 6,028,001	\$ 6,208,841	\$ 6,208,841	\$ 6,395,106
Agency Expenses	\$ 1,338,880	\$ 1,390,276	\$ 1,408,898	\$ 1,409,314	\$ 1,419,524
Employee Reimbursements	\$ 40,000	\$ 70,000	\$ 70,000	\$ 70,000	\$ 70,000
Workers Comp (DD)	\$ -	\$ -	\$ -	\$ -	\$ -
Administrative Expenses(EF)	\$ 80,000	\$ 82,000	\$ 84,050	\$ 84,050	\$ 86,151
Operational Supplies(FG)	\$ 2,500	\$ 2,563	\$ 2,627	\$ 2,627	\$ 2,692
Utilities/Space Rental(GG)	\$ 713,157	\$ 724,835	\$ 733,496	\$ 733,912	\$ 733,912
Consultant Services (HH)	\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000	\$ 150,000
Operational Services(IJ)	\$ 5,000	\$ 5,125	\$ 5,253	\$ 5,253	\$ 5,384
Equipment Purchases(KK)	\$ 47,000	\$ 47,000	\$ 47,000	\$ 47,000	\$ 47,000
Lease, Maintenance, Repair Services(LL)	\$ 18,473	\$ 18,935	\$ 19,408	\$ 19,408	\$ 19,893
Bldg. Maintenance, Repairs (NN)	\$ 22,750	\$ 23,319	\$ 23,902	\$ 23,902	\$ 24,499
IT Services, Equipment(UU)	\$ 260,000	\$ 266,500	\$ 273,163	\$ 273,163	\$ 279,992
Capital Project (FY21 - 22 Wireless Center Relocation)	\$ 500,000	\$ 1,300,000	\$ -	\$ -	\$ -
<b>TOTAL ADMINISTRATION</b>	<b>\$ 7,691,308</b>	<b>\$ 7,418,277</b>	<b>\$ 7,617,739</b>	<b>\$ 7,618,155</b>	<b>\$ 7,814,630</b>
<b>GRANT PROGRAMS</b>					
Training Grant (FY21 -3%; FY22-24 - 3.75%; FY25 - 4.36%)	\$ 6,049,662	\$ 6,042,758	\$ 6,042,658	\$ 6,042,658	\$ 6,049,820
Training Grant ( Deficiency Payments)	\$ 2,481,121				
EMD Grant (FY21 - 1.5%; FY22 - 24 - 1.4%; FY25 - 1.7%)	\$ 2,419,865	\$ 1,836,999	\$ 2,255,926	\$ 2,255,926	\$ 2,358,875
EMD Grant (Deficiency Payments)	\$ 555,577				
Support Grant (FY21 - 24 - 18.75%; FY25 - 21.8%)	\$ 30,248,308	\$ 30,213,792	\$ 30,213,291	\$ 30,213,291	\$ 30,249,099



## Exhibit B

Support Grant (Deficiency Payments - includes incentive)	\$ 5,777,419				
Incentive Grant (2 Communities) (FY21 - FY24 - 0.5%; FY25 - 0.58%)	\$ 806,622	\$ 805,701	\$ 805,688	\$ 805,688	\$ 804,793
Incentive Grant (3-9 Communities) (FY21 1.5%; FY22-24- 2%; FY25 - 2.33%)	\$ 2,419,865	\$ 3,222,804	\$ 3,222,751	\$ 3,222,751	\$ 3,233,046
Incentive Grant (10+ Communities) (FY 21 - 24 - 1.5%; FY25 - 2.75%)	\$ 2,419,865	\$ 2,417,103	\$ 2,417,063	\$ 2,417,063	\$ 2,428,253
Incentive Grant (RECC) (FY21 - FY24 - 10%; FY25 - 11.65%)	\$ 16,132,461	\$ 16,114,022	\$ 16,113,755	\$ 16,113,755	\$ 16,165,230
Wireless State Police PSAP Grant (FY21 - FY24 - 2%; FY25 - 2.33%)	\$ 3,226,486	\$ 3,222,804	\$ 3,222,751	\$ 3,222,751	\$ 3,233,046
Development Grant	\$ 18,000,000	\$ 22,000,000	\$ 22,000,000	\$ 22,000,000	\$ 22,000,000
Development Grant (Roll Over)	\$ 10,879,581	\$ -	\$ -	\$ -	\$ -
<b>TOTAL GRANT PROGRAMS</b>	<b>\$ 101,416,832</b>	<b>\$ 85,875,983</b>	<b>\$ 86,293,884</b>	<b>\$ 86,293,884</b>	<b>\$ 86,522,162</b>
<b>9-1-1 SYSTEM</b>					
Map Data	\$ 2,277,760	\$ 2,346,093	\$ 2,416,476	\$ 2,488,970	\$ 2,563,639
NG 911 - Non-Recurring	\$ 7,191,413	\$ 5,152,891	\$ 5,152,891	\$ 22,122,211	\$ 5,152,891
NG 911 - Recurring	\$ 29,050,137	\$ 29,050,137	\$ 29,050,137	\$ 29,050,137	\$ 14,275,527
Radio Infrastructure Project	\$ 40,829,910	\$ 37,025,489	\$ 25,630,989	\$ 15,138,097	\$ -
Wireless Center	\$ 5,184,183	\$ 5,507,408	\$ 5,845,362	\$ 6,198,636	\$ 6,567,845
911 Call Center	\$ 6,186,359	\$ 6,371,950	\$ 6,563,108	\$ 6,760,002	\$ 6,962,802
Interpretive Services	\$ 117,000	\$ 119,925	\$ 122,923	\$ 122,923	\$ 125,996
Mobile PSAP	\$ 40,000	\$ 41,000	\$ 42,025	\$ 42,025	\$ 43,076
<b>TOTAL 9-1-1 SYSTEM</b>	<b>\$ 90,876,762</b>	<b>\$ 85,614,893</b>	<b>\$ 74,823,911</b>	<b>\$ 81,923,000</b>	<b>\$ 35,691,775</b>
<b>Programs</b>					
Training Program	\$ 500,000	\$ 500,000	\$ 500,000	\$ 500,000	\$ 500,000
Public Education	\$ 25,000	\$ 50,000	\$ 75,000	\$ 75,000	\$ 75,000
Specialized Customer Premise Equipment	\$ 235,000	\$ 235,000	\$ 235,000	\$ 235,000	\$ 235,000
TRS	\$ 812,000	\$ 812,000	\$ 812,000	\$ 812,000	\$ 812,000
CapTEL	\$ 450,000	\$ 450,000	\$ 450,000	\$ 450,000	\$ 450,000
<b>TOTAL PROGRAMS</b>	<b>\$ 2,022,000</b>	<b>\$ 2,047,000</b>	<b>\$ 2,072,000</b>	<b>\$ 2,072,000</b>	<b>\$ 2,072,000</b>

Exhibit B

TOTAL ESTIMATED EXPENSES	\$ 202,006,902	\$ 180,956,153	\$ 170,807,533	\$ 177,907,039	\$ 132,100,567
ESTIMATED FUND BALANCES	\$ 156,851,330	\$ 137,183,978	\$ 127,665,593	\$ 88,667,836	\$ 64,144,599